



*Central Texas Veterans Health Care System (CTVHCS)*

## Public Notice

### **Joint Commission on Accreditation of Healthcare Organizations (JCAHO)**

The CTVHCS is committed to serving veterans by providing the highest quality healthcare in a timely, efficient, and courteous manner.

We are fully accredited by the Joint Commission Accreditation for Health Care Organizations.

If an individual has a complaint or concerns regarding the quality of care and safety at CTVHCS, Patient Advocates are available to assist veterans, family members, and the general public regarding healthcare concerns, medical center policy, patient rights, eligibility, and general inquiries. They are located in Austin, Temple, and Waco. Patient advocate services will be provided by each of the Social Workers assigned to the Community Based Outpatient Clinics in Brownwood, Bryan/College Station, Cedar Park, and Palestine. Patient Advocates are available during the normal administrative hours of each facility or clinic.

Email inquiries can be sent to [CTXPAO@med.va.gov](mailto:CTXPAO@med.va.gov)

If your complaint has not been satisfactorily addressed by the management of this organization, you may report these concerns to the Joint Commission through the following venues.

Mail: Division of Accreditation Operations

Office of Quality Monitoring

Joint Commission on Accreditation of Healthcare Organizations

One Renaissance Boulevard, Oakbrook Terrace, IL 60181

Toll Free Number: (800) 994-6610, Fax: (630) 792-5636, Email [complaint@jcaho.org](mailto:complaint@jcaho.org)

It is Joint Commission policy to treat your name as confidential information and not to disclose it to any other party. However, it may be necessary to share the complaint with the subject organization in the course of a complaint investigation.

Joint Commission policy forbids accredited organizations from taking retaliatory actions against employees for having reported quality of care concerns to the Joint Commission.

Please note that you may also contact the Joint Commission, should you not require to contact our Patient Advocates.

**This notice is posted in accordance with Joint Commission Accreditation requirements (APR-8 and APR-17) and may not be removed. (Effective January 1, 2006)**



## OFFICE OF INSPECTOR GENERAL



### DUTY TO REPORT

Federal regulations require VA employees to report any information about actual or possible violations of criminal law involving VA or its contractors to a supervisor, management official, VA police, or the Office of Inspector General (OIG). VA employees must report all criminal matters involving felonies to the OIG.

**To report criminal activity, waste, abuse, mismanagement, and safety issues to the OIG, call toll-free 1-800-488-8244, or write to VA OIG Hotline, P. O. Box 50410, Washington, DC 20091-0410, or fax to 202-565-7936, or email [vaoighotline@va.gov](mailto:vaoighotline@va.gov).**

### Help Lines:

Disability & Pension (VBA): 1-800-827-1000

Whistleblower Reprisal-Office of Special Counsel (OSC): 1-800-872-9855

Discrimination-Office of Resolution Management (ORM): 1-888-737-3361

VA Billing Issues-Compliance & Business Integrity (CBI): 1-866-842-4357

VA Education Benefits: 1-888-442-4551